



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of

Before the Examiner:

Michael W. Brown et. al.

Serial No.: 10/015,266

Group Art Unit: 2643

Filed: 12/12/2001

Intellectual Property

Title: Hold Queue Wait Estimations

International Business

Machines Corporation

11400 Burnet Road

Austin, Texas 78758

August 8, 2003

CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner of Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on August 8, 2003. RECEIVED

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Commissioner of Patents P.O. Box 1450 Alexandria, VA 22313-1450

Sir:

I hereby appoint Amy Pattillo, Reg. No. 46,983 as associate attorney to prosecute the above-identified application and transact business in the U. S. Patent and Trademark Office connected herewith.



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Respectfully submitted,

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